

Communications Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
February 2014

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC6342	ACN Communication Services, Inc.	Service	Dead Zones/Dropped Calls	1
			Total ICs	1
CER4369	Affinity Mobile, LLC	Billing	High Bill	1
			Total ICs	1
CLC6692	Airespring, Inc.	Billing	Disputed Customer of Record	1
			Total ICs	1
IEC5955	Airnex Communications, Inc.	Billing	Bill Adjustment	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	11
		Billing	Bill Not Received	1
		Billing	Bundled Services	3
		Billing	Cramming	2
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	25
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Billing	Slamming	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	13
		Lifeline	LLB Approved for Discount	10
		Lifeline	LLB New Phone Service Not LL Eligible	2
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	White Page Listings - Telephone Directory	1
		Service	Call Quality	10
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	8
		Service	Disconnected In Error	3
		Service	Disconnection Non Payment	1
		Service	Outage	18
		Service	Refusal To Serve	5
		Total ICs	136	

Utility Code	Utility Name	Category	Subcategory	Count
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	High Bill	2
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
IEC5800	AT&T Long Distance	Billing	Cramming	1
			Total ICs	1
CEC3021	AT&T Mobility	Billing	Bill Not Received	2
		Billing	Bundled Services	1
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	3
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	2
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Refusal To Serve	1
CLR5807	Call America, Inc.	Billing	Bill Adjustment	1
			Total ICs	1
CLC6446	Cbeyond Communications, LLC	Billing	Bill Adjustment	2
		Billing	Early Termination Fee - ETF	1
CLC5335, IEC5335	CenturyLink QCC	Billing	Slamming	1
CLC6878	Charter Fiberlink CA-CCO, LLC	Service	Call Quality	1
			Total ICs	1
CLC5698	Comcast Digital Phone	Billing	Cramming	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	1
CER4328	Consumer Cellular, Incorporated	Billing	Out of Service Credit - OOS	1
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Lifeline	LLB Federal Program/Equipment	1
		Service	Outage	1
CEC3076	Cricket Communications, Inc.	Lifeline	LLB Approved for Discount	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
DVS1103	Datavo, Inc.	Service	Disconnection Non Payment	1
			Total ICs	1
IEC6676	FirstLink Communications	Billing	Slamming	1
			Total ICs	1
CLC6083	Integra Telecom	Billing	Early Termination Fee - ETF	1
			Total ICs	1
IER7048	Long Distance Access, Inc.	Billing	Slamming	1
			Total ICs	1
CLR5227	Matrix Telecom, Inc.	Billing	High Bill	1
			Total ICs	1
CEC3079	Metropcs California, LLC	Billing	Cramming	1
		Service	Call Quality	1
			Total ICs	2
CLC5617	OmniCom	Billing	High Bill	2
			Total ICs	2
IEC6005	Peak Communications, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	2
			Total ICs	2
IEC5513	Primus Telecommunications, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
IER6882	Quasar Communications Corporation	Billing	Slamming	1
			Total ICs	1
CER4387	Reachout Wireless	Lifeline	LLB Application Request	3
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	4
LEC1016	Sierra Telephone Company, Inc.	Lifeline	LLB Address Error	1
			Total ICs	1
IER7046	Silv Communication, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CLC7055	Southern California Telephone Company	Billing	Bill Adjustment	1
			Total ICs	1
CLC5112, IEC5112	Sprint Communications Company, LP	Billing	Bill Adjustment	1
			Total ICs	1
PCC3064	Sprint Telephony PCS, LP	Billing	Bill Adjustment	3
		Billing	Cramming/3rd Party Billing	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	2
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	5
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
	Total ICs	16		

Utility Code	Utility Name	Category	Subcategory	Count
CER4410	TC Telephone, LLC	Billing	Slamming	1
			Total ICs	1
IER6804	Tele Circuit Network Corporation	Billing	High Bill	1
			Total ICs	1
IEC7244	Telecircuit Network Corporation	Billing	Cramming/3rd Party Billing	1
			Total ICs	1
IER6725	Teledias Communications, Inc.	Billing	Slamming	1
			Total ICs	1
CLC6647	Telekenex, Inc.	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
			Total ICs	2
CLC5721, IEC5248	Telepacific Communications	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	2
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	4
CLC6874	Time Warner Cable	Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	2
CEC3056	T-Mobile	Billing	Bill Adjustment	4
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	4
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	2
			Total ICs	16
CER4231	Tracfone Wireless	Service	Delayed Orders/Missed Appointments	2
			Total ICs	2
LEC1002, CLC1002	Verizon California, Inc.	Billing	Bill Adjustment	2
		Billing	Bundled Services	2
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	4
		Billing	Other Charges	3
		Billing	Out of Service Credit - OOS	3
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	2
		Policy and Practices	Abusive Marketing	5
		Service	Call Quality	1
		Service	Disconnected In Error	3
		Service	Outage	4
		Service	Refusal To Serve	2
	Total ICs	40		
IEC5732	Verizon Long Distance	Billing	High Bill	2
		Billing	Other Charges	1
			Total ICs	3

Utility Code	Utility Name	Category	Subcategory	Count
CEC3029	Verizon Wireless	Billing	Bill Adjustment	4
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	3
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Call Quality	2
		Service	Outage	1
			Total ICs	22
CER4327	Virgin Mobile USA	Lifeline-Billing	LLB Application Request	1
		Lifeline-Billing	LLB Federal Program/Equipment	2
		Service	Dead Zones/Dropped Calls	1
Total ICs Sent ¹				320

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.